AVAYA

Product Support Notice

PSN #	PSN004151u

Original publication date: 20-Feb-14. This is Issue #03, published date: 8-May-14.	Severity/risk level	HIGH	Urgency	IMMEDIATELY

Name of problem	16XX IP Deskphones experience rolling reboot after upgrading to 1.3.4B

Products affected

Avaya 1603-I,1603SW-I, 1608-I, and 1616-I H.323 IP Deskphone with 1.3 Maintenance Release 4 (1.3.4B)

Problem description

16xx H.323 phone models upgraded to 1.3 Maintenance Release 4 (1.3.4B), launched August 27th, 2013, could experience a rolling reboot condition during an upgrade to and/or after some period of operation after a successful upgrade.

OBSERVED BEHAVIOR:

In some cases, the 16xx IP Deskphones will begin the boot cycle, stay in that cycle for up to 10 seconds (typically 3-4), and then reboot, repeating the cycle indefinitely.

EXPECTED BEHAVIOR:

Full boot up to login prompted or full login as previously logged in station.

Resolution

IP Deskphones already in a rolling reboot condition resulting from an upgrade to Avaya 1600 Series IP Deskphone Software Release 1.3 Maintenance Release 4 (version 1.3.4B), cannot be recovered in the field. Please engage the RMA process for device replacement for sets in this condition and reference PCN 1961H.

Phones not experiencing the rolling reboot condition should be immediately upgraded to the latest Avaya 1600 Series IP Deskphone Software Release 1.3 Maintenance Release 5 version.

Workaround or alternative remediation

n/a

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions	Service-interrupting?
n/a	No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

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